Norton SystemWorks 2005™

User's Guide

Norton SystemWorks™ User's Guide

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Installation

Before installing Norton SystemWorks, take a moment to review the system requirements.

If you think you have lost or destroyed data, or you purchased Norton SystemWorks because there is a problem with your hard disk, do not install the program and do not start Windows. You may overwrite and destroy data that you want to recover.

If you have difficulties installing, see “If your product won’t install” on page 47.

System requirements

To use Norton SystemWorks, your computer must have one of the following Windows operating systems:

- Windows 98/Me
- Windows 2000 Professional
- Windows XP
  Home Edition or Professional
- Windows XP
  Tablet PC or Media Center Editions

Installation of Norton SystemWorks is not supported on NEC PC98, Windows 95/NT 4.x, Macintosh, Linux, or server versions of Windows 2000/2003/XP computers.

Installation of Norton SystemWorks on USB drives and other external devices is not supported. In addition, Norton GoBack does not support installation on disk drives of one terabyte or larger.

If you are planning to upgrade your Windows operating system from Windows 98/Me to Windows 2000/XP, you must uninstall Norton SystemWorks first and then reinstall after the upgrade is complete.

Your computer must also meet the following minimum requirements.

Operating system	System requirements
Windows 98/Me	■ 150-MHz processor ■ 64 MB of RAM ■ 180 MB of available disk space (additional 200 MB plus 10% of total disk space for Norton GoBack) ■ CD-ROM or DVD drive ■ Internet Explorer 5.5 or later (6.0 recommended)
Windows 2000 Professional Edition	■ 150-MHz or higher processor ■ 64 MB of RAM ■ 180 MB of available disk space (additional 200 MB plus 10% of total disk space for Norton GoBack) ■ CD-ROM or DVD drive ■ Internet Explorer 5.5 or later (6.0 recommended)
Windows XP Home Edition/ Professional/ Tablet PC/Media Center Editions	■ 300-MHz or higher processor ■ 128 MB of RAM ■ 180 MB of available disk space (additional 200 MB plus 10% of total disk space for Norton GoBack) ■ CD-ROM or DVD drive ■ Internet Explorer 6.0

If you are installing on Windows 2000/XP, you must install with administrator privileges.

Supported email clients and instant messenger programs

Norton SystemWorks supports email scanning for the following email and instant messenger programs:

Feature	Supported programs
Email scanning	Any POP3-compatible client, including: ■ Microsoft Outlook Express version 4, 5, 6 ■ Microsoft Outlook 97/98/2000/XP/2003 ■ Netscape Messenger version 4, Netscape Mail version 4, 6, 7 ■ Eudora Light version 3, Eudora Pro version 4, Eudora 5, Eudora 6.0, Eudora 6.0J ■ Pegasus 3 ■ IncrediMail XE ■ Becky! Internet Mail 1.x, 2.0 ■ AL-Mail32 1.11 ■ Datula 1.x ■ PostPet 2.1, 2.06, 3.0
Norton AntiVirus instant messaging scanning	■ AOL Instant Messenger, version 4.7 or later ■ Yahoo! Messenger, version 5.0 or later ■ Windows Messenger, versions 4.7 or later ■ MSN Instant Messenger, versions 4.6, 4.7, 6.0 or later Version 5.0 is not supported.

Norton AntiVirus does not support the following email programs: IMAP, AOL, POP3s with Secure Sockets Layer (SSL), Web-based email such as Hotmail and Yahoo! Mail, and Lotus Notes.

About encrypted email connections

Norton AntiVirus does not support email connections using Secure Sockets Layer (SSL). SSL is a Netscape protocol designed to provide secure communications on the Internet. If you use an SSL connection, you are not protected by Norton AntiVirus.

To send email messages through SSL connections, disable incoming and outgoing email protection in Norton AntiVirus.

To send email through an SSL connection

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.

   If you set a password for Norton AntiVirus Options, you must type the password before you can continue.
2. In the Options window, click **Email**.
3. Click **OK**.
4. Uncheck **Scan incoming Email (recommended)**.
5. Uncheck **Scan outgoing Email (recommended)**.
6. Resend your email.

Before installation

See "Create Emergency Disks" on page 55.

Before you install Norton SystemWorks, prepare your computer. If your computer cannot start from a CD, create Emergency Disks.

Prepare your computer

If you have an earlier version of Norton SystemWorks or any of its components such as Norton AntiVirus, Norton Utilities, Norton GoBack, or Norton Password Manager, the new version automatically removes the earlier version. If your version is earlier than 2003, you must uninstall it before installing the new version.

Before you install Norton SystemWorks, do the following:

- If you have any other antivirus programs on your computer and you plan to include Norton AntiVirus as part of your installation of Norton SystemWorks, you must uninstall the other antivirus programs and restart your computer before installing Norton SystemWorks.
  To uninstall other antivirus programs, see the user documentation that came with each program.
- Close all other Windows programs before installing Norton SystemWorks, including those programs displayed in the Windows system tray.

About reserving space on your disk for Norton GoBack

During normal installation, up to 10 percent of your disk (up to 4000 MB for Windows 98/98SE/Me and up to 8000 MB for Windows 2000/XP) is allocated to Norton GoBack. This space is necessary to recover your disk drive and rescue files. In most cases 10 percent is sufficient disk space to provide an acceptable level of protection.

See "Customize Norton GoBack installation" on page 16.

Use Norton GoBack custom installation to allocate a different amount of disk space to Norton GoBack. As a general guideline, allocate more than 10 percent of your disk if the following conditions exist:

- Your computer has a relatively small disk drive (5 GB or less).
- You expect that typical usage will involve intensive disk write operations.

If you have an earlier version of Norton GoBack installed, including Norton GoBack Personal Edition, you must uninstall it before specifying a different amount of disk space.

Install Norton SystemWorks

You can install Norton SystemWorks from the CD or from a file that you downloaded.

If you have not already done so, close all other Windows programs.

To install Norton SystemWorks

See "If the opening screen does not appear" on page 11.

1. Do one of the following:
   - If you are installing from a CD, insert the CD into the CD-ROM drive.
   - If you downloaded your copy of Norton SystemWorks, double-click the file that you downloaded, and then click **Install**.
2. In the Norton SystemWorks panel, click **Install Norton SystemWorks**.
3. In the Setup panel, click **Next**.
4. In the Licensing panel, read the License Agreement, and then click **I accept the License Agreement**. If you decline, you cannot continue with the installation.
5. In the text boxes, type the product key, and then click **Next**.
6. In the PreInstall Scanner panel, click **Start Scan** to scan your computer before installing Norton AntiVirus.
7. Do one of the following:
   - If you want to end the scan, click **Stop Scan**.
   - If a virus is detected, for each file that you want to delete, click **Delete**.
8. If you want to see the results of the scan, click **View Details**, and then click **OK** to exit.
9. Click **Next**.

10 Select an installation type. Your options are:

Install Now	This is the recommended option. It installs all of the recommended features.
Custom	This option lets you change the features that are installed. It is recommended for advanced users. See "Customize Norton SystemWorks installation" on page 15.

11 Click **Browse** to select a folder into which to install Norton SystemWorks, if you wish to change the default location.

12 Click **Next** to install Norton SystemWorks.
The Norton SystemWorks Setup panel displays installation progress. Depending on your computer system speed, installation can take several minutes.

13 If prompted, click **Restart Windows Now (recommended)** to complete the installation.

14 Click **Finish**.

If the opening screen does not appear

Sometimes a computer's CD-ROM drive does not automatically run a CD.

To start the installation from the CD

1 On your desktop, double-click **My Computer**.

2 In the My Computer window, double-click the icon for your CD-ROM drive.

3 In the list of files, double-click **Cdstart.exe**.

After installation

You may need to restart your computer after installing Norton SystemWorks. After it restarts, the Configuration Wizard steps you through activation and registration, summarizes the installation settings, and completes the installation setup.

Use the Configuration Wizard

The Configuration Wizard lets you review the Norton SystemWorks settings and complete registration and activation. You must be online to activate your product.

If you choose not to register the software using the Configuration Wizard or if registration fails for some reason, you can register by using the Product Registration option on the Help menu or by using the Symantec Web site at www.symantec.com

To use the Configuration Wizard

1. In the opening panel, click **Next**.
2. In the Product Activation panel, click **Activate and register your product now**.

   You must activate the software within 15 days.
3. Click **Next**.
4. In the first Registration panel, in the drop-down list, select the Country/Region from which you are registering.
5. If you would like information from Symantec about Norton SystemWorks, check the method by which you want to receive that information, and then type your email address or phone number.
6. Click **Next**.
7. Check if you would like to receive postal mail from Symantec.
8. Type your name and address, and then click **Next**.
9. Click **Next**.

10 In the Activation panel, verify that you are connected to the Internet, and then in the text boxes, type the product key.
11 Click **Next**.
12 In the Activation Complete panel, click **Print key** to print a copy of the product key for your records, and then click **Next**.
13 In the Norton SystemWorks Subscription panel, review your subscription information, and then click **Next**.
14 In the Thank You! panel, review your configuration settings, and then click **Close**.

Install other products from the CD

The CD includes a separate installer for Norton GoBack. After you install Norton SystemWorks and restart your computer you can install other available programs on the CD.

Install Norton GoBack

Install Norton GoBack from the CD, or if you downloaded your copy of the product, follow the instructions on the Web page.

If you have not already done so, close all other Windows programs.

To install Norton GoBack from the CD

1 Insert the CD into the CD-ROM drive.

If your computer is not set to automatically open a CD, you will have to open it yourself.

2 In the Norton SystemWorks window, click **Install Norton GoBack**.
3 Read the Welcome message, and then click **Next**.
4 Read the License Agreement, and then click **I accept the License Agreement**.
5 Click **Next**.

6 To select a different destination folder, click **Browse** and select a directory.

7 Select an installation type. Your options are:

Express Installation	This is the recommended option.
Custom Installation	This option is for advanced users. You can change the amount of space that is provided for your history files. It also lets you select other physical disk drives that you want to be protected by Norton GoBack. See "Customize Norton GoBack installation" on page 16.

8 To continue with the default installation settings, ensure that Express Installation is selected, then click **Next**.

9 When installation is complete, click **Finish**.
Your computer will restart to turn on Norton GoBack.

After Norton GoBack installation

See "Why doesn't Windows start after Norton GoBack installation?" on page 63.

If you are administering the computer, use Norton GoBack Options to set Administrator and User passwords after installation. These passwords, which are independent of Windows passwords, let you protect Norton GoBack features from unauthorized use.

After installing Norton GoBack you may notice a slight increase in disk drive activity. This is normal and, in most cases, will not affect your computer's performance.

Read the Readme file

The Readme file contains technical tips and information about product changes that occurred after this guide was printed. It is installed on your hard disk in the same location as the Norton SystemWorks product files.

To read the Readme file

1. On the Windows taskbar, click **Start > Programs > Norton SystemWorks 2005**.
2. Click **Readme**.

Customize Norton SystemWorks installation

If you want to customize installation, you can select the features that you want to install and deselect the features that you not want to install. For more information about product features, see "Feature summary" on page 23.

To customize Norton SystemWorks installation

See "Install Norton SystemWorks" on page 10.

1. Complete steps 1 through 10 under To install Norton SystemWorks from the CD.
2. In the Installation Type window, click **Custom**.
   When you move your mouse over each component, its description appears under Feature Description.
3. To select Norton Utilities features, click **Customize Norton Utilities**, check the programs that you want to install, and then click **OK**.
4. When you have selected all of the programs that you want installed, click **Next**.
5. Click **Next** to install Norton SystemWorks.
   The Norton SystemWorks Setup window displays installation progress. Depending on your computer system speed, installation can take several minutes.
6. Click **Restart Windows Now (recommended)** to complete the installation.
7. Click **Finish**.

Customize Norton GoBack installation

If you want to customize Norton GoBack installation, you can indicate the amount of space that is provided for your history files and select other physical disk drives that you want Norton GoBack to protect.

To customize Norton GoBack installation

See "Install Norton GoBack" on page 13.

1. Complete steps 1 through 5 under To install Norton GoBack.
2. Click **Custom Installation**.
3. Check or uncheck your desired options, and then click **Next**.

See "About reserving space on your disk for Norton GoBack" on page 9.

4. Select a disk drive, and then type the amount of space that you want to reserve for Norton GoBack history.
5. Click **Next**.
6. When installation is complete, click **Finish**.
7. Click **OK**.
   Your computer restarts to enable Norton GoBack.

If you need to reinstall Norton Password Manager

If Norton SystemWorks 2004 was installed on your computer and you want to retain the Norton Password Manager component, you can reinstall it from the Norton SystemWorks CD or installation media. You can restore your saved profile data after you reinstall Norton Password Manager.

This procedure lets you reinstall Norton Password Manager if it was previously installed as a component of Norton SystemWorks 2004. If it was not previously installed as a component of Norton SystemWorks 2004, this installation will not succeed.

To reinstall Norton Password Manager

1 Insert the Norton SystemWorks CD into the CD-ROM drive.

If your computer is not set to automatically open a CD, you will have to open it yourself.

See "If the opening screen does not appear" on page 11.

2 In the Norton SystemWorks CD window, click **Browse CD**.

3 Browse to the NPM folder on the CD.

4 Double-click **npmsetup.exe**.

5 Review the installation information, then click **Next**.

6 In the License Agreement panel, click **I accept the License Agreement**.
The Setup window displays installation progress.

7 Scroll through the Readme text, then click **Next**.

8 Remove any disks from their drives (including the program CD).

9 Click **Finish** to complete the installation.

After installation, you might have to restart your computer to begin using Norton Password Manager.

Refer to your Norton Password Manager 2004 documentation to set up a profile and restore your backed-up data to Norton Password Manager.

For more information

The product documentation provides assistance for using Norton SystemWorks. You can find the information that you need on your computer and on the Web.

Use online Help

Help is available throughout your Symantec product. Help buttons and links to more information provide assistance that is specific to the task that you are completing. The Help menu provides a comprehensive guide to all of the product features and tasks that you can complete.

To use online Help

1. At the top of the main window, click **Help & Support > Norton SystemWorks Help**.
2. In the Help window, in the left pane, select a tab. Your options are:

Contents	Displays the Help by topic
Index	Lists Help topics in alphabetical order by key word
Search	Opens a search box in which you can type a word or phrase

You can also print any topic in Help.

To print a topic in Help

1. In the Help window, click the **Contents** tab.
2. In the Contents list, select the topic that you want to print, and then click **Print**.
3. Select whether you want to print only the selected topic or the topic and all of the subtopics under it.
4. Click **OK**.

Window and dialog box Help

Window and dialog box Help provides information about the program. This type of Help is context-sensitive, meaning that it provides help for the dialog box or window that you are currently using.

To access window or dialog box Help

❖ Do one of the following:
- In the window, click any Help link.
- In the dialog box, select **Help** or **More Info**.

Access the User's Guide PDF

The *Norton SystemWorks User's Guide* is provided on the CD in PDF format. You must have Adobe Reader installed on your computer to read the PDF.

If you purchased this product as an electronic download, Adobe Reader was not included. You must download it from the Adobe Web site.

To install Adobe Reader from the CD

1. Insert the CD into the CD-ROM drive.
2. Click **Browse**.
3. In the CD window, double-click the **Manual** folder.
4. If applicable, double-click the **Adobe** folder.
5. Double-click the program file.
6. Follow the on-screen instructions to select a folder for Adobe Reader and complete the installation.

Once you have installed Adobe Reader, you can read the PDF from the CD.

To read the User's Guide PDF from the CD

1. Insert the CD into the CD-ROM drive.
2. Click **Browse**.
3. Double-click the **Manual** folder.
4. Double-click the PDF.

You can also copy a User's Guide to your hard disk and read it from there.

To read a User's Guide from your hard disk

1. Open the location into which you copied the PDF.
2. Double-click the PDF.

Symantec products on the Web

The Symantec Web site provides extensive information about all Symantec products. There are several ways to access the Symantec Web site.

To access the Web site from the Help menu

❖ Select the solution that you want. Your options are:

Help and Support	Takes you to the product support page of the Symantec Web site, from which you can access the knowledge bases and downloads for your product.
Symantec Security Response	Takes you to the Security Response page of the Symantec Web site, from which you can update your protection and read the latest information about antithreat technology.
More Symantec solutions	Takes you to the Symantec Store Web site, from which you can get product information on every Symantec product.

Within your Symantec product, the Reports page contains a link to the Symantec online Virus Encyclopedia, as does the Windows Explorer toolbar.

To access the Web site from the Reports page

1. In the main window, under Norton AntiVirus, click **Reports**.
2. On the Reports page, click **View Online Virus Encyclopedia**.

To access the Symantec Web site from Windows Explorer

1. Open Windows Explorer.
2. On the toolbar, on the Norton AntiVirus menu, click **View Virus Encyclopedia**.
   This option connects you to the Symantec Security Response Web page, from which you can search for information on all types of viruses.

To access the Symantec Web site in your browser

- On the Internet, go to www.symantec.com

Feature summary

2

Use the information in this section to familiarize yourself with the product.

This section includes the following information:

- A list of all of the features in the product
- A brief description of each feature

The feature summary can help you determine which feature to use to solve a problem. Read the feature descriptions to locate the correct component to use.

See "Use online Help" on page 18.

For more information on any of the features listed, see the online Help.

Problem-solving features

Norton SystemWorks is a suite of Symantec products that expertly maintain and protect your computer while boosting its performance. Norton SystemWorks features let you:

Perform diagnostic tests using One Button Checkup	One Button Checkup provides a comprehensive analysis of your computer by finding and solving disk, file, and Windows system problems, performance issues, and virus vulnerabilities. You can schedule automatic checkups, view a history of previous repairs and undo them if necessary. You can customize and schedule real-time and scheduled scans.
Scan your computer for unnecessary files with Norton Cleanup	Norton Cleanup cleans out your computer after you browse the Internet with Internet Explorer. You can delete history files and cookies with Express Cleanup, or view them and decide which ones to keep with Custom Cleanup.

Virus and threat protection features

Norton AntiVirus provides comprehensive virus prevention, threat detection, and repair software for your computer. It automatically detects and repairs known viruses. Norton AntiVirus detects viruses and other potential risks in instant messenger attachments as well as in email messages, Internet downloads, and other files. Easy updating of the virus definitions over the Internet keeps Norton AntiVirus prepared for the latest threats.

Norton AntiVirus now includes expanded threat detection of both known and emerging threats, such as spyware and other files that could put your computer at risk. Norton AntiVirus also scans files inside of compressed files.

The following features show how Norton AntiVirus continually monitors your computer and protects it from known and unknown threats:

Feature	Description
Auto-Protect	■ Loads into memory when Windows starts, providing constant protection while you work. ■ Checks for viruses every time that you use software programs on your computer, insert floppy disks or other removable media, access the Internet, or use document files that you receive or create. ■ Monitors your computer for any unusual symptoms that may indicate an active threat.
Auto LiveUpdate	Updates your program and virus definitions automatically.
Compressed file protection	Detects and repairs viruses inside of compressed files.
Email protection	Protects incoming and outgoing email messages, preventing your computer and other computers from infection.
Instant messenger protection	Scans for and detects viruses in instant messenger attachments.
Bloodhound technology	Detects new and unknown viruses by analyzing an executable file's structure, behavior, and other attributes such as programming logic, computer instructions, and any data that is contained in the file.
Password protection	Protects Norton AntiVirus options from unauthorized changes.
Norton QuickScan	Norton QuickScan automatically runs once LiveUpdate updates your computer with program updates and virus definitions. Norton QuickScan checks for infections that have processes running in memory and infections that are referenced by start-up folders and files.

Norton Internet Worm Protection features

Internet Worm Protection prevents certain network worms and other Internet threats from attacking your computer. A worm is similar to a virus, but is a self-contained program that can replicate itself over a computer network. Internet Worm Protection can detect a worm on the network before it copies itself onto your computer.

Internet Worm Protection uses the following methods to detect and handle network worms and Internet attacks:

Port blocking	Monitors the behavior of outgoing network traffic to establish whether an incoming connection is suspicious.
Trojan horse detection	Detects if a connection is being attempted on a port that is commonly used by Trojan horse applications.
Auto blocking	Blocks repeated Internet attacks. When Internet Worm Protection detects an attack, it automatically blocks any further communication from the attacker's IP address for 30 minutes.
General rules	Uses a set of rules to monitor and handle all traffic and applications on the network. If the default protection is not appropriate, you can add, modify, or remove rules in the rules wizard.
Traffic analysis	Monitors and detects network traffic for malicious activity. It can block the traffic, log the event, and issue an alert.
Exploit detection	Prevents another computer from exploiting bugs in your computer's software. Worms use these bugs to transfer infected files onto your computer.
Threat level	Scans an application for known viruses, and determines whether a program is malicious.

Computer and file protection features

You can use Norton GoBack to do the following:

- Recover your disk drive.
- Rescue lost or deleted files and folders.
- Protect your computer during every day use.

Norton GoBack includes several powerful features to provide safety and protection for your computer and the information that is stored on your computer:

Feature	Description
Disk Drive Restore	Recovers your disk drive by bringing your computer back to the way that it was in the past. If Windows won't start, you can access Disk Drive Restore directly from the Norton GoBack boot menu.
Advanced Disk Drive Restore	Recovers your disk drive and provides more choices for recovery time and dates.
Post-Restore File Rescue	Locates and rescues individual files that were lost following a Disk Drive Restore or an Advanced Disk Drive Restore.
Disk Drive Compare	Creates a virtual copy of your disk drive so that you can search for files from the past and compare the virtual copy with your current disk drive.
File & Version Rescue	Locates lost and accidentally deleted files and folders by using a search tool. Also rescues old versions of files.
SafeTry Mode	Protects your computer during any activity where there might be unknown consequences to your computer. If the activity causes any problem, SafeTry Mode lets you return your computer to a safe condition.
AutoBack	Ensures that your computer is automatically wiped clean and returned to a clean state. This is particularly useful if your computer has multiple users, or if children use your computer.
Password protection	Prevents other users from using Norton GoBack features on your computer.

Advanced data protection and computer maintenance features

Norton Utilities is a group of programs that can help you recover lost data, permanently wipe or erase the contents of a file to protect sensitive information, find and fix computer problems, improve your computer's performance, and perform preventive maintenance tasks.

Norton Utilities includes the following features:

UnErase Wizard	Locates and recovers files that are protected by Norton Protection or the Windows Recycle Bin.
Wipe Info	Permanently removes unwanted files so that they can never be recovered by a file recovery program. It can also wipe the free space on your hard disk, to ensure that previously deleted information is not left on your hard disk.
Speed Disk (Windows 98/Me/ 2000/XP)	Improves system performance by reorganizing the contents of your disk so that your files are stored in adjacent clusters, improving chances of recovering erased files. It works with Windows 98 Application Launch Accelerator to make your programs load faster.
Norton Disk Doctor (Windows 98/Me/ 2000/XP)	Performs a series of surface analysis tests to ensure the integrity of your disks and repairs problems. It works alone or with Norton System Doctor, continuously monitoring for disk problems and alerting you when they occur.
Norton WinDoctor (Windows 98/Me/ 2000/XP)	Performs a series of tests to diagnose and fix most Windows problems. It works alone or with Norton System Doctor, continuously checking for Windows problems, and alerts you when they occur.
Norton System Doctor (Windows 98/Me/ 2000/XP)	Monitors and analyzes various computer functions, including disk and CPU usage, disk integrity, system integrity, network throughput, Internet site access time, and more.

System Information (Windows 98/Me/ 2000/XP)	Reports on common device information as well as hard-to-find details about your computer, including memory, logical and physical characteristics of your disks (including partitions), network connections, and your Internet connection.
DOS-based repair and recovery (Windows 98/Me MS-DOS or PC-DOS)	Fixes computer problems using DOS-based Norton AntiVirus, Norton Disk Doctor, UnErase, UnFormat, and Disk Editor. These programs are also provided on Emergency Disks that you can create from tools on the CD.

Norton CleanSweep, Norton System Doctor, System Information, Norton Optimization Wizard, Norton Registry Editor, Norton Registry Tracker, and other utilities are available on the CD, but are not included as part of the standard installation. Use Add or Remove Programs in the Windows Control Panel to modify your installation of Norton SystemWorks and include these Norton Utilities programs through the Custom installation option.

Extra Features

Norton SystemWorks Extra Features include a collection of useful tools that let you check the status of your hardware and software, keep connected to the Internet, view all the active processes on your computer, fine-tune the performance of your Windows system, and benchmark your computer's performance.

The following programs are included in Extra Features.

CheckIt Diagnostics 1.5	Tests your PC's hardware components and guides you through the process of solving hardware problems.
Connection Keep Alive	Helps maintain your dial-up connection to the Internet, even when your computer is idle.
System Optimizer	Makes it easy to control and manage Windows XP settings in one interface.

Getting started

3

This section contains information about starting your Symantec product and the features that are available in the main window.

It is not usually necessary to open your Symantec product to benefit from the protection features that it provides. Automatic features that are set during installation provide you with basic protection.

Open your Symantec product to view status information, customize option settings, perform basic tasks, and temporarily disable automatic features.

Start Norton SystemWorks

Norton SystemWorks programs include One Button Checkup, Norton Cleanup, Norton AntiVirus tools, Norton Utilities tools, Norton CleanSweep tools, Norton GoBack, and Extra Features.

All of the programs can be accessed from the main window. In addition, some programs can be accessed from the Windows Explorer toolbar, system tray, or desktop shortcut menu.

Norton SystemWorks protects any computer on which it is installed. You do not have to start the program to be protected.

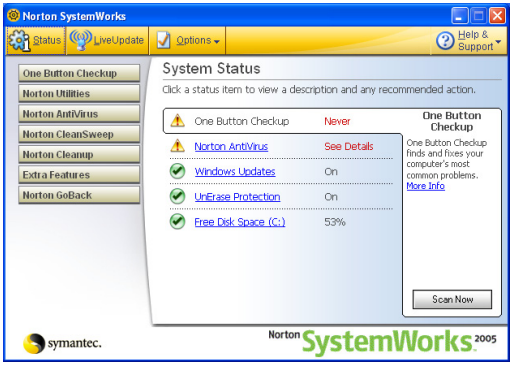
To start Norton SystemWorks

❖ Do one of the following:

- On the Windows taskbar, click **Start > Programs > Norton SystemWorks > Norton SystemWorks**.
- On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > Norton SystemWorks**.
- On the desktop, double-click the Norton SystemWorks icon.

About the main window

The main window lets you access program components, set options, and access online Help.



To explore the main window

1. On the left side of the main window, select a program category.
   The programs included in your installation appear in this list. Within each program, you can select its related tools and features.
2. At the top of the main window, click a button. Your options are:

Status	Return to the Norton SystemWorks Status page.
LiveUpdate	Start LiveUpdate, where you can update virus definitions, Norton SystemWorks, and any other installed Symantec products.

Options	Customize general features of the Norton SystemWorks programs that you installed. You can access more options while you are running specific programs.
Help & Support	Access Help for Norton SystemWorks and other installed programs.

3 Inside the main window, under Status & Settings, click any of the feature names to see a brief description of the feature and access configuration options for the feature.

Start Norton AntiVirus from the Windows Explorer toolbar

Norton AntiVirus adds a button and a menu to the Windows Explorer toolbar.

To start Norton AntiVirus from the Windows Explorer toolbar

❖ On the Windows Explorer toolbar, click the Norton AntiVirus icon.

When you first open Windows Explorer after installing Norton SystemWorks, you may not see the Norton AntiVirus button and menu. You might have to restart Windows before the toolbar button appears.

You may not be able to access the Norton AntiVirus Windows Explorer menu, depending on your computer's configuration.

To display the Norton AntiVirus button and menu

1 In Windows Explorer, on the View menu, click **Toolbars > Norton AntiVirus**.

2 Click the arrow to the right of the button to view your options.

Use Norton Tray Manager and other Windows system tray icons

In some versions of Windows, including Windows 98/Me and Windows 2000, Norton Tray Manager adds an icon to the Windows system tray on the taskbar. Use Norton Tray Manager as a shortcut to open programs such as Norton AntiVirus and to enable or disable memory-resident programs such as Norton AntiVirus Auto-Protect and Connection Keep Alive.

To use Norton Tray Manager

1. On the Windows desktop, move the mouse pointer over the Norton Tray Manager icon.
   Available program icons pop up from the Windows system tray area.
2. Right-click an icon, and then, on the program's shortcut menu, select the option that you want.

Use the Windows desktop shortcut menu

You can access some Norton SystemWorks programs from the Windows desktop shortcut menu. The programs that appear on the shortcut menu depend on the kind of item that you select and the program features that you have installed.

To use the Windows desktop shortcut menu

1. On the Windows desktop, double-click **My Computer**.
   You can also open Windows Explorer.
2. Right-click a disk, folder, or file icon, then select an available option.

Activate your product

Product activation reduces software piracy and ensures that you have received genuine Symantec software.

If you did not activate your product when first prompted, you will receive an Activation Needed alert every day until you activate the product.

You must activate your product within the time period specified by the alert or the product will stop working.

You can activate your product from the Activation Needed alert or from the Activation option on the Help menu. Activation should take just a few minutes.

To activate your product from the Activation Needed alert

1. In the alert, click **Activate Now**.
2. Click **OK**.
3. On the Activation screen, click **Next**.
4. On the Activation Successful screen, click **Finish**.

To activate your product from the Help menu

1. At the top of the main window, click **Help and Support > Activation**.
2. On the Activation screen, click **Next**.
3. On the Activation Successful screen, click **Finish**.

If you have problems activating

If you cannot connect to the Symantec servers to activate your product, first check to see if you have parental control software or an ISP that might be blocking the connection. If that doesn't resolve the issue, you can activate by phone.

Check for connectivity blocking

A connectivity problem can occur if you are using parental control software or are using an ISP that provides parental controls. If you suspect that parental controls are blocking the connection, configure the parental controls so that they do not block the activation procedure. You will need to log in to your parental control software as an administrator, or log in to the Internet through your ISP as an administrator, to change your configuration.

Activate by phone

If parental controls are not the problem, or if you cannot reconfigure your parental controls to resolve the issue, you can activate by phone.

To activate by phone

1. Disconnect from the Internet.
2. Attempt activation again.
3. After the connection fails (which could take a minute or two), select **Activate my software by phone**, then click **Next**.
4. Follow the prompts provided.

Turn off Auto-Protect temporarily

If you have not changed the default option settings, Auto-Protect loads when you start your computer to guard against viruses, Trojan horses, worms, and other malicious threats. It checks programs for viruses as they are run and monitors your computer and removable media for any activity that might indicate the presence of a virus. When a virus or virus-like activity is detected, Auto-Protect alerts you.

In some cases, Auto-Protect may warn you about a virus-like activity that you know is not the work of a virus. If you will be performing such an activity and want to avoid the warning, you can turn off Auto-Protect.

If you have set a password for Options, Norton SystemWorks asks you for the password before you can view or change the settings.

To turn off Auto-Protect

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.
2. In the Options window, under System, click **Auto-Protect**.
3. In the Auto-Protect pane, uncheck **Enable Auto-Protect**.
4. In the Options popup window, select the period during which you want Auto-Protect turned off.

To turn on Auto-Protect

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.
2. In the Options window, under System, click **Auto-Protect**.
3. In the Auto-Protect pane, check **Enable Auto-Protect**.

If the Norton SystemWorks icon is visible in the Windows system tray, you can use it to turn on and turn off Auto-Protect.

To turn on or turn off Auto-Protect using the Norton AntiVirus icon in the Windows system tray

❖ In the Windows system tray, right-click the Norton SystemWorks icon, and then do one of the following:

- Check **Enable Auto-Protect** to turn on Auto-Protect.
- Uncheck **Enable Auto-Protect** to turn off Auto-Protect.

Turn off Norton GoBack

When you turn off Norton GoBack, all history information is cleared and you cannot recover your disk drive until Norton GoBack is turned on again. Norton GoBack will not track any information while it is turned off.

You can turn off Norton GoBack from the main window or from the boot menu.

You must turn off Norton GoBack if you want to start your computer using a different operating system or you are upgrading or reinstalling your current operating system.

You must restart your computer after turning off Norton GoBack.

To disable Norton GoBack from the main window

1. In the Norton GoBack main window, click **Options**.
2. Click **Disable Norton GoBack**.
   A message informs you that disabling Norton GoBack will clear the history and you will not be able to run Disk Drive Restore or Advanced Disk Drive Restore until Norton GoBack is turned back on.
3. Click **OK**.
   Your computer automatically restarts and Norton GoBack is turned off.

Turn off Norton GoBack before Windows starts

You have the option of turning off Norton GoBack before Windows starts. You can do this by using the boot menu that appears before Windows starts.

To turn off Norton GoBack from the boot menu

1. Restart your computer.
2. When the Norton GoBack boot screen appears, press the spacebar.

3 On the Norton GoBack boot menu, click **Disable**.
A message informs you that disabling Norton GoBack will clear the history and you will not be able to run Disk Drive Restore or Advanced Disk Drive Restore until Norton GoBack is turned back on.

4 Click **Yes**.

5 Click **Continue**.
Your computer automatically restarts and Norton GoBack is turned off.

To turn on Norton GoBack from the boot menu

1 Restart your computer.

2 When the Norton GoBack Boot screen appears, press the spacebar.

3 Click **Yes** to turn on Norton GoBack.
Your computer automatically restarts and Norton GoBack is turned on.

Responding to emergencies

4

If you have an emergency, read these sections to try to find the solution to your problem.

Common problems include:

- Virus threats
- Trouble restarting your computer
- Lost or missing files
- Possible disk damage

If you purchased this product to address any of the problems listed above, read these sections first. Immediate installation of the product may not always provide the best solution to your problem.

What to do if a virus is found

If after reviewing the information in this chapter, you have not resolved your problem, see "Frequently asked questions" on page 57.

Viruses can be found during a manual or scheduled scan or by Auto-Protect when you perform an action with an infected file. Threats and security risks can appear during an instant messenger session, when sending an email message, or during a manual or scheduled scan.

If Norton AntiVirus finds a virus or a file containing a virus or a potential security risk on your computer, there are several possible resolutions to the problem:

Resolution	Action
Fix infection	Removes the virus from the file or if the threat is a worm or Trojan horse, deletes the file.
Quarantine infection	Makes the file inaccessible by any program other than a Symantec antivirus program. You cannot accidentally open the file and spread the virus, but you can still evaluate it for possible submission to Symantec.
Delete infection	Removes the virus from your computer by deleting the file that contains the virus, worm, or Trojan horse. Delete should be used only if the file cannot be repaired or quarantined.
Manual Removal	Lists infections that Norton AntiVirus is unable to automatically remove. However, the Manual Removal window lets you launch the Symantec Web site for a tool or instructions to remove these infections.

See "Use online Help" on page 18.

The online Help contains more information about this feature.

If Norton AntiVirus cannot repair a file

One of the most common reasons that Norton AntiVirus cannot automatically repair an infected file is that you do not have the most up-to-date virus definitions. Before running LiveUpdate to update your virus definitions, ensure that QuickScan is turned on (it is turned on by default). After LiveUpdate updates your virus definitions, QuickScan automatically checks for infections that have processes running in memory or infections that are referenced by start-up files and folders.

If that does not work, read the information in the report window to identify the types of files that cannot be repaired, and then depending on the file type, take one of the following actions:

File type	Action
Infected files with .exe, .doc, .dot, or .xls file name extensions (any file can be infected)	Use the Repair Wizard to solve the problem. For more information, see the online Help. See "Use online Help" on page 18.
Hard disk master boot record, boot record, or system files (such as IO.SYS or MSDOS.SYS) and floppy disk boot record and system files	Replace using your operating system disks.

Look up viruses on the Symantec Web site

The Symantec Web site contains a complete list of all known viruses and related malicious code, along with descriptions. You must be connected to the Internet to look up viruses.

To look up viruses

1. On the left side of the main window, under Norton AntiVirus, click **Reports**.
2. In the Reports pane, click **View Online Virus Encyclopedia**.
   The Symantec Web site opens in your Internet browser.
3. Use the links on the Web page to access the virus information that you want to view.

If your product won't install

You must be running Windows in order to install your Symantec product.

If you try to install your product on a computer that has a virus and you choose not to run the Symantec Pre-Install Scanner, start over and run the Symantec Pre-Install Scanner as directed.

If you cannot run the Norton AntiVirus Pre-Install Scanner, but you can connect to the Internet, go to http://security.symantec.com and run virus detection from the Symantec Security Check Web site.

Once the virus has been repaired, delete the installation files that were left behind in the folder after you tried to install the first time.

To delete remaining installation files

1. On the Windows taskbar, click **Start > Run**.
2. In the Run dialog box, type **%TEMP%**
3. Click **OK**.
4. Close the window.
5. After you delete the temporary files, begin installation again and run the Symantec Pre-Install Scanner to be sure that you have removed all of the viruses.

If your computer won't start

If you have a virus or threat on your computer, you need to start the computer from an uninfected disk to remove the virus.

Scan for viruses using the CD

You might need to change your computer's BIOS Setup options to start from the CD-ROM drive. To do so, see the documentation that came with your computer.

To start from the CD and scan for viruses

1. Insert the CD into the CD-ROM drive.
2. Restart your computer.
   Your computer displays the following information:
   - 1 Boot from Hard Drive
   - 2 Boot from CD-ROM
3. Press **2 Boot from CD-ROM** to restart from the CD.
   After the computer restarts, the Emergency program automatically begins to scan for and remove viruses.
4. When Norton AntiVirus has finished scanning, remove the CD from your CD-ROM drive.

If your disk is damaged

There are a number of problem solving steps you can take if you encounter problems with your computer. You can use your Norton SystemWorks program to help with the following problem situations.

Suggestion	For more information
If Windows doesn't start, or if you receive error messages after you start Windows.	See "If Windows doesn't start" on page 50.
If you have a Windows startup disk, you can use it to restart, then use other utilities to help restore your computer to good working order.	See "If you have your Windows Startup Disk" on page 51.
If you have access to another computer, you can use it to create Emergency Disks from the images on the Norton SystemWorks CD.	See "If you have access to another computer" on page 51.
If files are missing, you can use UnErase to locate them.	
If Norton GoBack is installed, you can use it to revert your disk.	See "If you need to revert a damaged disk" on page 53.

If Norton SystemWorks is installed and you encounter errors on your hard disk, you can use Norton Disk Doctor and WinDoctor to examine your disk for problems and check for mismatched program files.

If Windows doesn't start

If you are having startup or disk problems, you can do one of the following:

Suggestion	For more information
Restart your computer from your Windows Startup Disk, and then use the utilities on the Norton SystemWorks CD to repair your problem.	See "If you have your Windows Startup Disk" on page 51.
Restart your computer from a set of Emergency Disks and repair your hard disk using DOS-based Norton Utilities tools. DOS programs do not support NTFS formatted disks.	See "If you have access to another computer" on page 51.
If you have access to another computer, you can create Emergency Disks using the floppy disk images in the Norton SystemWorks Support folder.	See "Create Emergency Disks" on page 55.
If you suspect that your computer has a virus, restart from the Norton SystemWorks CD and scan your startup disk with the DOS-based Norton AntiVirus scanner. The installation CD will not contain the latest virus definitions, but will scan for viruses that were identified when your version of Norton SystemWorks was manufactured.	See "Scan for viruses using the CD" on page 48.

If you have your Windows Startup Disk

See "Troubleshoot disk errors in Windows 98/Me" on page 67.

If you have the Windows Startup Disk that came with your computer, you can restart from it and run the DOS-based Norton Disk Doctor, UnErase, UnFormat, and Disk Editor from the CD.

You might also need to change your computer's startup process so that the floppy disk drive is accessed first, before the CD-ROM drive.

To learn how to create a Windows Startup Disk, consult the instruction manual that came with your computer.

To start from your Windows Startup Disk and run DOS-based utilities from the CD

1. Insert the Windows Startup Disk into your floppy disk drive.
2. Insert the Symantec CD into the CD-ROM drive.
3. Restart your computer.
   When your computer restarts, the drive letters might have changed from their normal designations.
4. At the DOS command prompt, start the Norton Utilities tool that you want to use.

If you have access to another computer

See "Create Emergency Disks" on page 55.

If you have access to another computer, you can use the disk images that are supplied in the Norton SystemWorks Support folder to create a set of Emergency Disks. These disks can be used to restart your computer and repair damage to your hard disk.

As well as the DOS operating system, the Emergency Disks contain the following DOS-based programs:

- Norton AntiVirus DOS scanner with a reduced set of virus definitions
- Norton Disk Doctor
- Norton Disk Editor
- UnErase
- UnFormat

To restart from Emergency Disks and run DOS-based utilities

1. Insert Emergency Disk 1 into your floppy disk drive.
2. Restart your computer.
   When your computer restarts, the drive letters might have changed from their normal designations.
3. At the DOS command prompt, start the Norton Utilities tool that you want to use.

See "Troubleshoot disk errors in Windows 98/Me" on page 67.

If a file is deleted or missing

If you can't find a file and Norton GoBack is installed, you can use Norton GoBack to recover your disk to a state when you located the file.

If you want to search for the missing file you can use UnErase Wizard. UnErase features are most effective when Norton Protection is enabled.

If you are installing from a CD, to avoid overwriting missing files, do not install Norton SystemWorks if you haven't already done so. If you are able to run Windows, you can run UnErase Wizard from the CD Utilities window.

Use the following suggestions to manage file problems.

Problem	Suggestion
A file that you wanted to keep has disappeared or been deleted and you don't have a backup copy.	Use UnErase Wizard to search for and recover it. To avoid this problem in the future, keep up-to-date backups of your files.
You can't start Windows and need to recover files from your main disk.	Create an Emergency Disk set and use the DOS version of UnErase to locate missing files. See "Create Emergency Disks" on page 55. See "If you need to use Emergency Disks" on page 56.

Problem	Suggestion
You need to remove unwanted files.	Use Norton Cleanup to improve your computer's performance by removing Internet history, cache, and other temporary files that you no longer need.
You need to recover data from unrecoverable files.	Use Disk Editor (Diskedit.exe), which is capable of accessing virtually any area of a hard or floppy disk. You can edit files and directories, the partition table, the boot record, and the file allocation tables (FATs) on most hard disks. You can treat any group of clusters or sectors as an object to view and edit. Disk Editor requires that you are familiar with the workings of disks. You must know what you are doing before you edit any area of a disk, otherwise, you could make the data on the disk inaccessible. See "Troubleshoot disk errors in Windows 98/Me" on page 67.

If you need to revert a damaged disk

See "When to use Norton GoBack" on page 53.

If Norton GoBack is installed, use it to return your computer to a state before problems occurred.

When to use Norton GoBack

If your computer experienced a problem due to a bad installation or system crash, use Norton GoBack to revert your hard disk to a specific date and time before the problem occurred.

Norton GoBack must already be installed and enabled on your hard disk before it can restore your computer to a prior date.

When to run disk utilities from the CD

In some situations, running utilities from the CD lets you perform more comprehensive activities on your hard disk. You can run utilities from the CD when you want to repair a damaged disk or file without incurring further damage by running programs from your hard disk.

When the CD-based versions of Norton Disk Doctor and Norton WinDoctor make repairs, they can't be undone.

To run a utility from the CD

1. Insert your program CD into your CD-ROM drive.

   If your computer is not set to automatically open a CD, you will have to open it yourself.

2. In the CD window, click **Launch Utilities From CD**.

   Do not click Install Norton SystemWorks. If you are trying to repair a damaged disk, installing Norton SystemWorks might overwrite information on your hard disk.

3. In the CD Utilities window, click the utility that you want to run. Your choices are:
   - Norton Disk Doctor
   - Norton WinDoctor
   - Wipe Info
   - UnErase (Windows 98/Me).
   - Fast + Safe
4. Follow the program's onscreen messages to run the program.
5. Close the program when you have finished.
6. In the CD Utilities window, click **Exit**.
7. Close the CD window.
8. Remove the CD from your CD-ROM drive.

Create Emergency Disks

Emergency Disks are used to start your computer in case of a problem.

If your computer can start from a CD, you can use the product CD in place of Emergency Disks and do not need to create them.

If you downloaded the software, the program for creating Emergency Disks (NED.exe) is included in the download. Locate the downloaded software on your hard disk, and then follow the instructions to create emergency disks, shown below.

If you cannot start your computer from a CD, you can use these instructions to create Emergency Disks on another computer or go to http://www.symantec.com/techsupp/ebd.html and download the Emergency Disk program. Follow the instructions included in the download to create the Emergency Disks.

Alternatively, you can download the Emergency Disk program from http://www.symantec.com/techsupp/ebd.html

Follow the instructions that are included in the download to create the Emergency Disks.

You will need several formatted 1.44-MB disks.

To create Emergency Disks

1. Insert the CD into the CD-ROM drive.
2. Click **Browse CD**.
3. Double-click the **Support** folder.
4. Double-click the **Edisk** folder.
5. Double-click **NED.exe**.
6. In the Welcome window, click **OK**.
7. Label the first disk as instructed, and then insert it into drive A.
8. Click **Yes**.
9. Repeat steps 7 and 8 for the subsequent disks.
10. When the procedure is complete, click **OK**.

11 Remove the final disk from drive A.

12 Test the first disk in the set to ensure that you can use it to restart your computer.

13 Store the Emergency Disk set in a safe place.

If you need to use Emergency Disks

You can use Emergency Disks to restart your computer and scan for viruses or run DOS-based recovery utilities.

To use Emergency Disks

1 Insert Emergency Disk 1 into drive A, and then restart your computer.
The Emergency program runs in DOS.

2 Select the program that you want to run.
For DOS program help, press the **F1** key while you are running the program.

3 Follow the on-screen instructions for inserting and removing the Emergency Disks.

4 When the Emergency program is done, remove the Emergency Disk from drive A, and then restart your computer.

Frequently asked questions

5

The information in this chapter will help you solve the most frequently encountered problems.

Explore the Symantec service and support Web site

On the Symantec service and support Web site, you can find the latest protection and program updates, patches, online tutorials, Knowledge Base articles, and virus removal tools.

To explore the Symantec service and support Web site

1. On the Internet, go to www.symantec.com/techsupp
2. Follow the links to the information that you want.

How can I find the version number?

You can check the version number of your product on your computer.

To check the version number

1. Start your product.
2. Click **Help and Support**.
3. On the Help menu, click **About <your product name>**.
4. If applicable, in the About dialog box, select your product name.

If you need to uninstall

See "Use online Help" on page 18.

Instructions for uninstalling are available in the online Help.

Troubleshoot virus and threat protection

Check here for possible solutions to issues that might arise with Norton AntiVirus.

How do I make Auto-Protect load when I start my computer?

If the Norton AntiVirus Auto-Protect icon is not visible on the lower-right corner of the Windows taskbar, Auto-Protect is not loaded. Failure to load Auto-Protect may be due to one of the following situations:

You may have started Windows in safe mode. Windows restarts in safe mode if the previous shutdown did not complete successfully. For example, you may have turned off the power without choosing Shut Down on the Windows Start menu.

To restart Windows

1. On the Windows taskbar, click **Start > Shut Down**.
2. In the Shut Down Windows dialog box, click **Restart**.
3. Click **OK**.

Norton AntiVirus may not be configured to start Auto-Protect automatically.

To set Auto-Protect to start automatically

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.
2. In the Options window, under System, click **Auto-Protect**.
3. Ensure that Start Auto-Protect when Windows starts up is checked.

Norton AntiVirus may not be configured to show the Auto-Protect icon in the Windows system tray.

To show the Auto-Protect icon in the Windows system tray

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.
2. In the Options window, under System, click **Auto-Protect**.
3. Ensure that Show the Auto-Protect icon in the Windows system tray is checked.

How do I stop a virus that continues to infect my files after I have scanned and removed the virus?

A virus may continue to infect files for several reasons.

The virus might be in a program file with an unusual extension for which Norton AntiVirus is not configured to search.

To reset Norton AntiVirus scanning options

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.
2. In the Options window, under System, click **Manual Scan**.
3. Under Which file types to scan for viruses, click **Comprehensive file scanning**.
4. Click **Manual Scan > Bloodhound**.
5. Ensure that Enable Bloodhound heuristics is checked, and then click **Highest level of protection**.
6. Click **OK**.
7. Scan all of the disks that you use and repair all infected files.

The source of the infection could be a floppy disk. Scan all of the floppy disks that you use to ensure that they are free of viruses.

The virus might be remaining in memory after you remove it from the boot record. It then reinfects your boot record. If the problem is a Trojan horse or worm that was transmitted over a shared network drive, you must disconnect from the network or password protect the drive to let Norton AntiVirus delete the problem.

Why is Norton AntiVirus unable to repair my infected files?

If Norton AntiVirus cannot repair your infected files, you may not have the most current virus protection on your computer. Update your virus definitions regularly to protect your computer from the latest viruses.

If, after using LiveUpdate, the virus cannot be removed, the file may be corrupted, or contain a new virus. Do one of the following:

- Quarantine the file and submit it to Symantec.
- Replace the infected file with a clean copy, if one exists, and delete the infected file.

Why am I unable to receive email messages?

If you are using a firewall, it may block access to the Internet features of Norton AntiVirus and prevent receipt of Email messages.

You can temporarily turn off email protection and attempt to download your email messages again.

To temporarily turn off incoming email protection

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.
2. In the Options window, under Internet, click **Email**.
3. Uncheck **Scan incoming Email**.
4. Click **OK**.
5. Download your email messages.
6. Check Scan incoming Email to turn email protection back on.

Your email client may have timed out. Make sure that timeout protection is turned on.

If you continue to experience problems downloading email messages, turn off email protection.

To turn off email protection

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.
2. In the Options window, under Internet, click **Email**.
3. Uncheck **Scan incoming Email**.
4. Uncheck **Scan outgoing Email**.
5. Click **OK**.

Why am I unable to send email messages?

If you get the message Norton AntiVirus was unable to send your email message because the connection to your email server was disconnected, your email client may be set to automatically disconnect after sending and receiving email messages. To resolve this issue, turn off this option within your email client. Consult your email client manual for instructions on how to do this.

If you are using a firewall, it may block access to the Internet features of Norton AntiVirus.

For Norton AntiVirus to scan outgoing email messages for viruses, it intercepts and scans the messages before they are sent to your email provider. To resolve this issue, turn off Norton AntiVirus outgoing email scanning.

To turn off outgoing email scanning

1. In the main window, click **Options**.
   If a menu appears, click **Norton AntiVirus**.
2. In the Options window, under Internet, click **Email**.
3. Uncheck **Scan outgoing Email**.
4. Click **OK**.

Troubleshoot Norton GoBack

Check here for possible solutions to issues that might arise with Norton GoBack.

Why doesn't Windows start after Norton GoBack installation?

See "Turn off Norton GoBack before Windows starts" on page 40.

Occasionally, Windows won't start after Norton GoBack is installed. If this occurs, restart your computer and turn off Norton GoBack before Windows starts. Return to Windows and then uninstall Norton GoBack. After you have uninstalled the program, visit the Symantec Web site that has been created specifically to help resolve this problem at:

http://service.symantec.com/ngb1

If Norton GoBack is installed and turned on, do I need Norton Ghost?

Disk Drive Restore and Advanced Disk Drive Restore provide an immediate recovery solution that you can use when you make a mistake. You can use Norton GoBack to undo your actions and return your computer to the way it was before you made the mistake. Norton Ghost is an imaging and system backup solution that protects your data from computer disasters whether or not you have Norton GoBack installed.

Can I lose my protection updates when I restore my disk drive?

When another Symantec product is installed on your computer and you perform a Disk Drive Restore or Advanced Disk Drive Restore, you should run LiveUpdate as soon as possible to ensure that your protection is up-to-date.

How is a new disk drive protected?

Before adding, replacing, or formatting a disk drive, uninstall Norton GoBack using the Windows Add or Remove Program feature. Remember that when you uninstall Norton GoBack, any history that Norton GoBack has collected is deleted. After successfully installing the new disk drive, reinstall Norton GoBack.

How do I prevent someone else from using Norton GoBack features on my computer?

If you are concerned about file security, use the password option to protect your computer and your files.

If you want to add additional security to your confidential data, you can delete the data that Norton GoBack has collected by clearing your computer's history. Remember that after the Norton GoBack history has been cleared, you can no longer view or retrieve data that was collected before this time.

Why is there increased disk activity after installing Norton GoBack?

Increased disk activity may be more noticeable if you have programs that make extensive disk updates to their logs or other program files. Examples of this type of software include antivirus and firewall software.

Increased disk drive activity does not mean that the computer will run more slowly. Norton GoBack does its own updates only when the disk drive is idle and not being used by other computer programs.

If you are unsure which program is making extensive updates to your disk drive, use the list of System Safe Points that displays when you select Disk Drive Compare from the main window.

What does the message "Logging suspended due to massive disk activity" mean?

Norton GoBack is designed to suspend logging when another program has generated enough disk activity in a short period of time to overwrite the Norton GoBack history.

This can occur when a large amount of data is written very quickly to a Norton GoBack-protected disk. Suspension of logging occurs when the Norton GoBack history is not large enough to store all of the changes that have occurred from the last safe point before the massive activity. This leaves no safe points in the history file.

Norton GoBack resumes logging after the massive activity stops. If this occurs frequently, consider reinstalling Norton GoBack, selecting a Custom Install and allocating more disk space to Norton GoBack. This creates a larger Norton GoBack history file.

What is MS-DOS Compatibility mode?

MS-DOS Compatibility mode is a mode in Windows 98/Me in which your disk drive is not operating optimally.

Because Norton GoBack does not cause the MS-DOS Compatibility mode condition, you must consult your hardware manufacturer for information about correcting the problem. You can also find detailed articles about troubleshooting MS-DOS Compatibility mode problems in the support area on the Microsoft Web site.

Troubleshoot Norton Utilities

Check here for suggestions to help solve problems that are encountered while running Norton Utilities.

Norton Disk Doctor, Speed Disk, or other Norton Utilities keep restarting

Windows lets many applications access the hard drive simultaneously. When an application writes to the hard drive, the drive's directories change. Since some of the Norton Utilities programs, such as Norton Disk Doctor and Speed Disk, need up-to-date directory information, they must reread these structures any time that another application accesses the drive. To solve this problem, do one of the following:

- Close other applications that are accessing the disk.
- Start Windows without starting the applications that normally start by pressing Shift when you start Windows 98 or Windows Me. This restarts your computer in Windows Safe Mode.
- Disable any programs that are scheduled to run at regular intervals so that they do not start during a Norton Utilities operation.

My drive might not be configured properly

If Norton Disk Doctor or Speed Disk displays the message "Drive C: may not be configured properly," there are several items you can check.

Detailed procedures are provided in a Knowledge Base article titled "Error: Drive X: may not be configured properly when running Norton Disk Doctor or Speed Disk." To find this article, on the Internet, go to http://www.symantec.com/techsupp

Troubleshoot disk errors in Windows 98/Me

Windows 98/Me are based on DOS (Disk Operating System), a command-line driven operating system. The CD includes four DOS-based Norton Utilities programs that you can use to diagnose and fix problems on your Windows 98/Me computer. Those programs are also available on the Emergency Disks that you can create from programs in Norton SystemWorks

DOS procedures can be used on FAT16 or FAT32 volumes, but not on NTFS volumes.

The following DOS-based programs come with Norton Utilities:

- Norton Disk Doctor (NDD.EXE)
  Checks the integrity of logical disk structures and performs surface analysis tests to ensure the integrity of your disks.
  Diagnoses and repairs common disk problems.
- UnErase (UNERASE.EXE)
  Recovers erased files automatically or manually.
- UnFormat (UNFORMAT.EXE)
  Restores accidentally formatted disks or repairs a severely damaged disk.
- Disk Editor (DISKEDIT.EXE)
  Full-featured sector editor for advanced users that lets you manually examine and modify files, directories, clusters, sectors, and system areas of your disk. Use Disk Editor to edit, save, or undo changes to your disk parameters and to search an area of your disk for a particular data string.

DOS-based troubleshooting list

Many of the procedures that use DOS-based programs (Disk Editor, Norton Disk Doctor, UnErase, and UnFormat) require you to have a blank, formatted floppy disk available to create an Undo file, just in case the corrections you make are not what you expected.

For online information about the DOS-based Norton Utilities programs, you can press F1 on your computer keyboard while you use them.

Before you begin

The procedures for using the DOS-based programs require you to insert the Emergency Disk that has the program's .exe file. To save time, make directory printouts of your Emergency Disks so that you will know where the .exe files are located.

DOS-based programs do not support NTFS formatted disks.

My computer displays an error message on startup

The following list includes many of the errors that you may see when you have problems starting your computer:

Parity error at address	See "Repair general hardware problems" on page 70.
ROM Checksum invalid	See "Repair general hardware problems" on page 70.
Seek error	See "Repair general hardware problems" on page 70.
Segment boundary overrun	See "Repair general hardware problems" on page 70.
Hard Drive # Controller failure, hard drive absent or missing	See "Repair general hardware problems" on page 70.
Faulty....	See "Repair general hardware problems" on page 70.
Illegal instruction trapped	See "Repair general hardware problems" on page 70.
HDD Controller Failure	See "Correct computer setup data" on page 72.
Hardware Information Lost	See "Correct computer setup data" on page 72.
Battery Discharged	See "Correct computer setup data" on page 72.
CMOS Checksum error	See "Correct computer setup data" on page 72.
CMOS Information not found	See "Correct computer setup data" on page 72.
Date and Time not set	See "Correct computer setup data" on page 72.
Disk Boot Failure	See "Correct computer setup data" on page 72.

Drive X error	See "Correct computer setup data" on page 72.
Hard Disk # error	See "Correct computer setup data" on page 72.
Memory Size Mismatch	See "Correct computer setup data" on page 72.
Unexpected amount of memory found	See "Correct computer setup data" on page 72.
No ROM BASIC – System halted	See "Recover startup data" on page 73.
Invalid Partition Table	See "Recover startup data" on page 73.
Invalid System Disk	See "Recover startup data" on page 73.
Missing Operating System	See "Recover startup data" on page 73.
Hard Disk Boot sector invalid	See "Recover startup data" on page 73.
Insert a (valid) boot disk	See "Recover startup data" on page 73.
Error loading Operating System (0/S)	See "Recover startup data" on page 73.

Repair general hardware problems

See "Recover startup data" on page 73.

See "Troubleshoot problems with Disk Editor" on page 77.

When you turn your computer on, it performs the Power-On Self Test (POST). This process verifies the existence and operation of hardware (hard drives, video hardware, memory, and the keyboard) that is critical to starting your computer. If a problem is found, it is reported to you on-screen or as a series of beeps if the video display is disconnected or not working. Refer to your computer manufacturer's documentation to decipher beep codes.

Many hardware problems that are found display messages similar to these:

- Faulty...
- Hard disk controller failure
- Hard disk absent or failed
- Illegal instruction trapped

- Parity error at address
- ROM checksum invalid
- Segment boundary overrun

Check inside your computer

Observe your computer manufacturer's safety guidelines before you open your computer. For proper handling instructions, refer to your computer manufacturer's documentation.

Before you suspect a defective device, check inside of your computer to ensure the following:

- Adapter cards, such as video and disk controller cards, are seated properly in the correct expansion slots.
- Memory modules are seated correctly.
- Drive cables are connected properly.
- Multiple hard drives are configured to work together. For more information on properly configuring multiple hard drives, refer to your computer manufacturer's documentation as well as any documentation that you might have on your additional hard drives.
- Additional adapter cards, such as multimedia or tape backup controller cards, are configured properly. For information on properly configuring these devices, refer to the manufacturer's documentation.

After you check these items, close the computer and turn it on to see if it starts normally.

If you cannot repair general hardware problems

If the problem persists, contact your computer manufacturer or the manufacturer of the device that you suspect is faulty.

Correct computer setup data

The POST process checks the settings of many hardware components against values that are stored in a CMOS chip. CMOS chips store vital information about your computer. Even when your computer is turned off, the CMOS chip continuously stores this information using a battery. If a discrepancy is found, a message similar to one of the following displays:

- Battery discharge
- CMOS checksum error
- CMOS information not found using defaults
- Date and time not set–run setup
- Drive <x> error
- Hard disk # error
- Hardware information lost–run setup
- HDD controller failure
- Memory size mismatch–run setup
- Unexpected amount of memory found–run setup

See "Recover startup data" on page 73.

The error may also be related to a partition table or boot record problem.

To correct computer setup data

1. Turn on your computer.
2. As your computer starts, press the key combination to enter the Setup program.
   The correct key or key combination is usually shown on-screen as the computer starts.
3. Update the CMOS settings.
   For more information, see your computer manufacturer's documentation.
   Many computers will update the CMOS with appropriate settings simply by running the Setup program and saving the values when you exit.

Recover startup data

When the POST process is complete, the hard drive is accessed for startup information if your A drive does not contain a disk. The first piece of startup information is the master boot record, which contains the partition table. The next piece of startup information is the boot record of the startup partition.

If any of the information in the master boot record, partition tables, or boot record is corrupt or missing, a message similar to one of the following displays:

- Hard disk boot sector invalid
- Please insert a boot disk
- Please insert a valid boot disk and press any key

You can recover startup data using Emergency Disks.

You can restart from the Norton SystemWorks CD and scan for viruses if your computer can start from the CD-ROM drive.

Do not store undo data on the same physical drive that you are attempting to repair. The best place to store undo data is on a blank formatted floppy disk.

To recover startup data with Emergency Disks

1. Insert Emergency Disk 1 into drive A.
2. Restart your computer and wait for the Emergency Disk screen to appear.
3. Use the DownArrow key to select **Disk Doctor**, then press **Enter**.
4. At the prompt, type **/REBUILD**, then press **Enter**.

   It is possible to damage your hard drive by using the /REBUILD switch. Be sure that you have backups of your data before you use this procedure.
5. Insert Emergency Disk 2 when it is requested.
6. In the Norton Disk Doctor main dialog box, press **Enter** to diagnose the drive.
   A message indicates that your hard drive has no partitions.

7. Press **Enter** to have Norton Disk Doctor rebuild the partition table.
   A message indicates that a partition has been found and asks you if you would like to revive it.
8. Do one of the following:
   - If the indicated partition size is correct, press **Enter** to revive the partition table.
   - If the indicated partition size is incorrect, click **No**.
   - If you are unsure, click **Yes** and create an Undo file on another disk.
     Norton Disk Doctor continues to search.
9. Do one of the following:
   - To revive more partition tables, press **Enter** to search for them.
   - Press **Alt+N** to proceed.
     Before changes are made to the disk, you are prompted to create an Undo file.
10. Press **Enter** to create an Undo file.
11. In the Undo File dialog box, use the UpArrow and DownArrow keys to select the drive on which to store the Undo file.
12. Insert a formatted floppy disk with at least 100 KB of free space into drive A, then press **Enter**.

Do not reuse disks on which Undo files have been created. Overwriting the same disk with a newer Undo file prevents you from using earlier changes.

Norton Disk Doctor saves the Undo file to disk and repairs your partition tables. When Norton Disk Doctor has finished, a message indicates that the partition information has been changed.

13. Remove the disk from drive A and restart your computer.

If the problem has been fixed, your computer will start normally.

If you cannot recover startup data

If the problem persists, it is possible that the disk's operating system files are missing or corrupt.

If you cannot recover operating system files

See "Recover corrupt registry files" on page 75.

If the problem persists, it is possible that the disk itself has a problem. Consider reinstalling your Windows operating system from the Windows CD.

Recover corrupt registry files

If you have a problem with the registry, while you start your computer, you will receive a message similar to one of the following:

- Registry access error
- Warning: Windows has detected a registry or configuration error

Windows stores a backup of the registry files each time that you successfully start your system, so first try to have Windows restore the files by selecting the Restore From Backup And Restart button in the error message dialog box. If this fails to resolve the problem, restore the registry data from your registry backup, which is usually found in C:\WINDOWS\SYSTEM.RSC and C:\WINDOWS\USER.RSC.

There may be several backups of the SYSTEM and USER files, with extensions such as .NS0, .NS1, .SW0, or .NU0. Try all of these, in the order of newest to oldest.

When you are restoring the registry, always restore both of the registry files: System.dat and User.dat.

Try to restore the Windows registry with a backup copy that Windows made of the registry the last time that you successfully started your computer.

There is a potential for data loss when you restore the registry. You may lose settings for programs that have been installed and program options that have been saved since the backup of the registry was made.

To recover corrupt registry files with the Windows 98/Me registry backup

1. Start or restart your computer.
2. While "Starting Windows..." is on your screen, do one of the following:
   - Press and release **F8**.
   - Press and hold **Ctrl** while your computer starts.
3. In the startup window, select **Command Prompt Only**.
4. At the command prompt, change to the directory where Windows is installed (usually C:\WINDOWS). For example, type C: and press Enter. Then type CD \WINDOWS and press Enter.
5. Type the following commands, then press **Enter** after each one (system.da0 and user.da0 contain zeroes):
   attrib -h -r -s system.dat
   attrib -h -r -s system.da0
   attrib -h -r -s user.dat
   attrib -h -r -s user.da0
6. Rename system.dat and user.dat to system.bak and user.bak by typing the following commands, then pressing **Enter** after each one:
   ren system.dat system.bak
   ren user.dat user.bak
7. Type the following commands, then press **Enter** after each one:
   copy system.da0 system.dat
   copy user.da0 user.dat
8. Restart your computer.

If you are unable to restore the registry files with the Windows 98/Me registry backup, try using a DOS command.

To recover corrupt registry files with DOS commands

1. Using a DOS system disk, restart your computer so that you see the DOS command prompt.

2 Change directories to C:\WINDOWS (or to the directory where Windows is installed).
For example, if Windows is in C:\WINDOWS, type C:, then press Enter. Then type CD \WINDOWS, then press Enter.

3 Type the following commands, then press **Enter** after each one:
command\attrib -h -r -s system.dat
command\attrib -h -r -s user.dat

4 Rename system.dat and user.dat to system.bak and user.bak by typing the following commands, then pressing **Enter** after each one:
ren system.dat system.bak
ren user.dat user.bak

5 Type the following commands, then press **Enter** after each one:
copy system.rsc system.dat
copy user.rsc user.dat

6 Remove the DOS system disk and restart your computer.

If the problem persists, reinstall Windows to recreate your Windows 98 or Windows Me registry files.

Troubleshoot problems with Disk Editor

The DOS-based Disk Editor program lets you do the following:

- Access data on a damaged floppy disk.
- Recover files on a disk that appears empty.
- Recover a formatted or severely damaged disk.
- Repair a disk with incorrect media descriptor byte information.
- Recover lost or damaged directories.
- Recover overwritten files.
- Recover corrupt registry files.
- Recover an inaccessible disk.

For more information on any of the features listed, see the online Help.

Troubleshoot Norton CleanSweep

Check here for suggestions to help solve problems that are encountered while you are running Norton CleanSweep.

I can't install Norton CleanSweep

If you have problems installing the Norton CleanSweep component of Norton SystemWorks over a previous version, you might need to disable the Fast & Safe Scheduler or recheck your system requirements.

- Installation issues
  You should disable the Fast & Safe Cleanup Scheduler before you reinstall or uninstall Norton CleanSweep. Do not install an earlier version of Norton CleanSweep over this version. If you want to install an earlier version of Norton CleanSweep, uninstall this version first, restart your computer, and then install the earlier version.
- System requirements issues
  Check that your computer meets the minimum system requirements to install Norton SystemWorks. While most components of Norton CleanSweep might function correctly, you should not use Norton CleanSweep in a multiple processor environment.

I can't delete files that Norton CleanSweep has marked red

Items that are marked red indicate that their removal might endanger the stability of your computer's system files. Norton CleanSweep does not let you delete files that are marked red. You should not remove these files unless you are sure that they are not essential. To remove the files, use Windows Explorer.

I get an error message that Csinject is causing a problem

Csinject is one of the components of Smart Sweep. This file is necessary to monitor program installations. When Norton CleanSweep prompts you to close any programs that are running before you install a program, this component should not be closed.

The following are essential components of Smart Sweep:

- Csinsm32.exe
- Csinject.exe
- Csinsmnt.exe (Windows 2000/XP only)

Smart Sweep is not detecting any changes on any installation

Smart Sweep won't detect any changes on installations when background applications are running. Close any applications that are running before you install the application that you want to monitor.

Troubleshoot LiveUpdate

Check here for possible solutions to issues that might arise with LiveUpdate.

What if I can't use LiveUpdate?

When new updates become available, Symantec posts them on the Symantec Web site. If you can't run LiveUpdate, you can obtain new updates from the Symantec Web site.

To obtain updates from the Symantec Web site

1. On the Internet, go to securityresponse.symantec.com
2. Follow the links to obtain the type of update that you need.

What if I run LiveUpdate on an internal network?

If you run LiveUpdate on a computer that is connected to a network that is behind a company firewall, your network administrator might set up an internal LiveUpdate server on the network. LiveUpdate should find this location automatically.

If you have trouble connecting to an internal LiveUpdate server, contact your network administrator.

Why is Automatic LiveUpdate having problems connecting?

Automatic LiveUpdate does not recognize proxy settings that are configured in the Internet Options Control Panel. To ensure that your proxy settings are used by Automatic LiveUpdate, you must configure them in the Symantec LiveUpdate Control Panel.

Service and support solutions

The Service & Support Web site at http://service.symantec.com supports Symantec products. Customer Service helps with nontechnical issues such as orders, upgrades, replacements, and rebates. Technical Support helps with technical issues such as installing, configuring, or troubleshooting Symantec products.

Methods of technical support and customer service can vary by region. For information on support offerings in your region, check the appropriate Web site listed in the sections that follow.

If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

Customer service

The Service & Support Web site at http://service.symantec.com tells you how to:

- Subscribe to Symantec newsletters.
- Locate resellers and consultants in your area.
- Update your product registration.
- Find out about orders, returns, or a rebate status.
- Access Customer Service FAQs.
- Post a question to a Customer Service representative.
- Obtain product information, literature, or trialware.

For upgrade orders, visit the Symantec Store at: http://www.symantecstore.com

Technical support

Symantec offers two technical support options for help with installing, configuring, or troubleshooting Symantec products:

- Online Service and Support
  Connect to the Symantec Service & Support Web site at http://service.symantec.com, select your user type, and then select your product and version. You can access hot topics, Knowledge Base articles, tutorials, contact options, and more. You can also post a question to an online Technical Support representative.
- PriorityCare telephone support
  This fee-based (in most areas) telephone support is available to all registered customers. Find the phone number for your product at the Service & Support Web site. You'll be led through the online options first, and then to the telephone contact options.

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Technical information may still be available through the Service & Support Web site at: http://service.symantec.com

Subscription policy

If your Symantec product includes virus, firewall, or Web content protection, you may be entitled to receive updates via LiveUpdate. Subscription length varies by Symantec product.

After your initial subscription ends, you must renew it before you can update your virus, firewall, or Web content protection. Without these updates, you will be vulnerable to attacks.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Simply follow the instructions on the screen.

Worldwide service and support

Technical support and customer service solutions vary by country. For Symantec and International Partner locations outside of the United States, contact one of the service and support offices listed below, or connect to http://service.symantec.com and select your region under Global Service and Support.

Service and support offices

North America

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